



Critical Information Summary

ADSL Service

Information About The Service

The service:

RBE Internet offers an ADSL service offering fast speed internet access with a monthly included data allowance. Once the monthly data allowance is reached the line speed will shape back to 64K until the end of the month when the line speed will revert to the full speed.

Mandatory components:

You will require a modem router to connect to our ADSL service. Modem routers start at \$55 however at this price point the unit may not provide best service for your connection. Please contact us for further information

Minimum term:

You can choose a 12 month contract or a 24 month contract for your account.

Important conditions:

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. If you require a static IP please contact us for further information.

Information About Pricing

Minimum monthly charge and Unit Pricing Information :

Monthly Data Options	\$ pm (Minimum monthly charge)	\$per GB	Total Minimum Contract Cost On 12 Month Contract	Total Minimum Contract Cost On 24 Month Contract
Inc 30GB data	\$49.00	\$1.63	\$588.00	\$1176.00
Inc 100GB data	\$70.00	\$0.70	\$840.00	\$1680.00
Inc 200GB data	\$90.00	\$0.30	\$1080.00	\$2160.00
Inc 300GB data	\$110.00	\$0.37	\$1320.00	\$2640.00

Maximum monthly charge:

N/A

Early termination charges:

If you cancel your service within the contract term a disconnection fee of \$200 is payable.

Other Information

Usage information:

You can monitor your usage by calling us on 0888 622134.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 08 88622134 or by sending an email to admin@rbe.net.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>